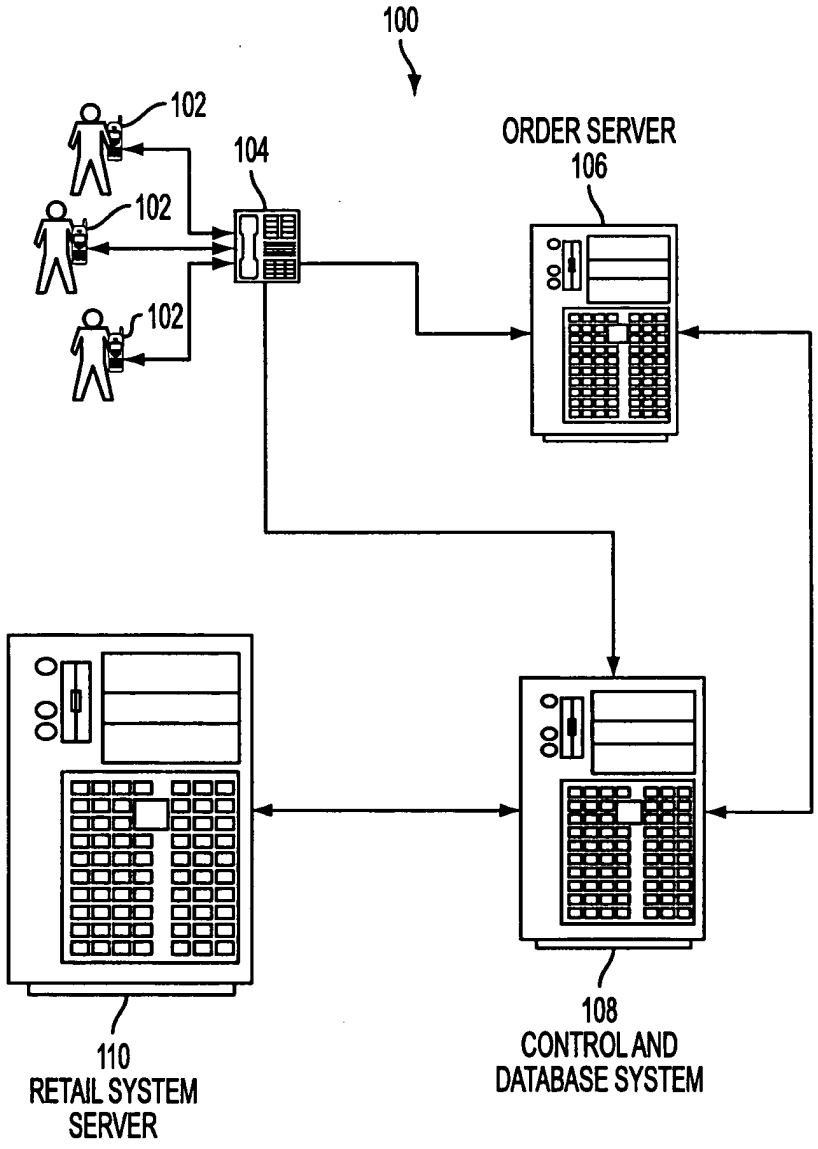

100
102
102
102
104
ORDER SERVER
106
110
RETAIL SYSTEM
SERVER
108
CONTROL AND
DATABASE SYSTEM

FIG. 1

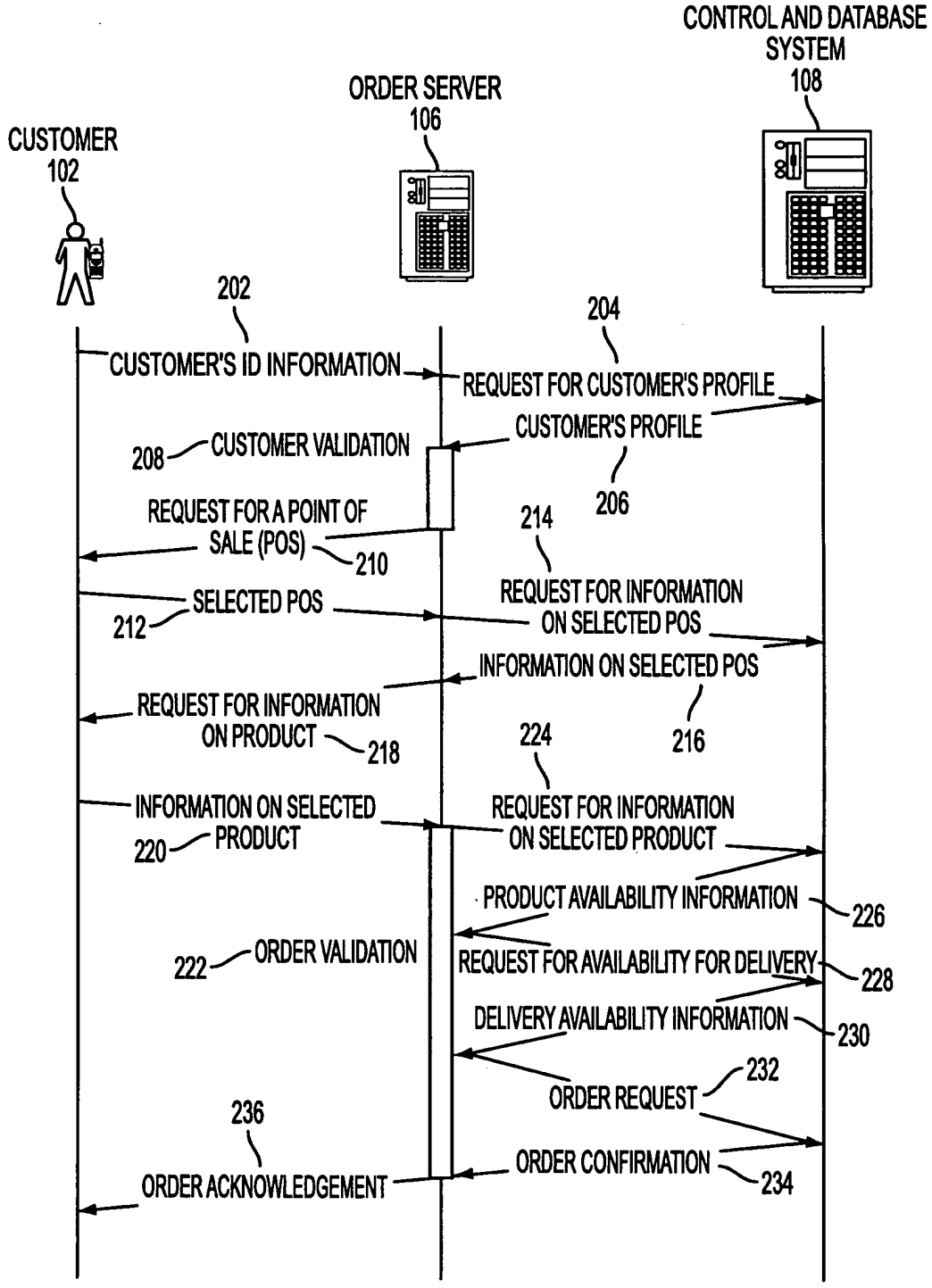

CONTROL AND DATABASE SYSTEM
108
ORDER SERVER
106
CUSTOMER
102
202
204
CUSTOMER'S ID INFORMATION
REQUEST FOR CUSTOMER'S PROFILE
CUSTOMER'S PROFILE
208
CUSTOMER VALIDATION
206
REQUEST FOR A POINT OF SALE (POS)
214
210
REQUEST FOR INFORMATION ON SELECTED POS
SELECTED POS
212
INFORMATION ON SELECTED POS
216
REQUEST FOR INFORMATION ON PRODUCT
218
224
INFORMATION ON SELECTED PRODUCT
REQUEST FOR INFORMATION ON SELECTED PRODUCT
220
PRODUCT AVAILABILITY INFORMATION
226
222
ORDER VALIDATION
REQUEST FOR AVAILABILITY FOR DELIVERY
228
DELIVERY AVAILABILITY INFORMATION
230
232
ORDER REQUEST
236
ORDER CONFIRMATION
234
ORDER ACKNOWLEDGEMENT

FIG. 2

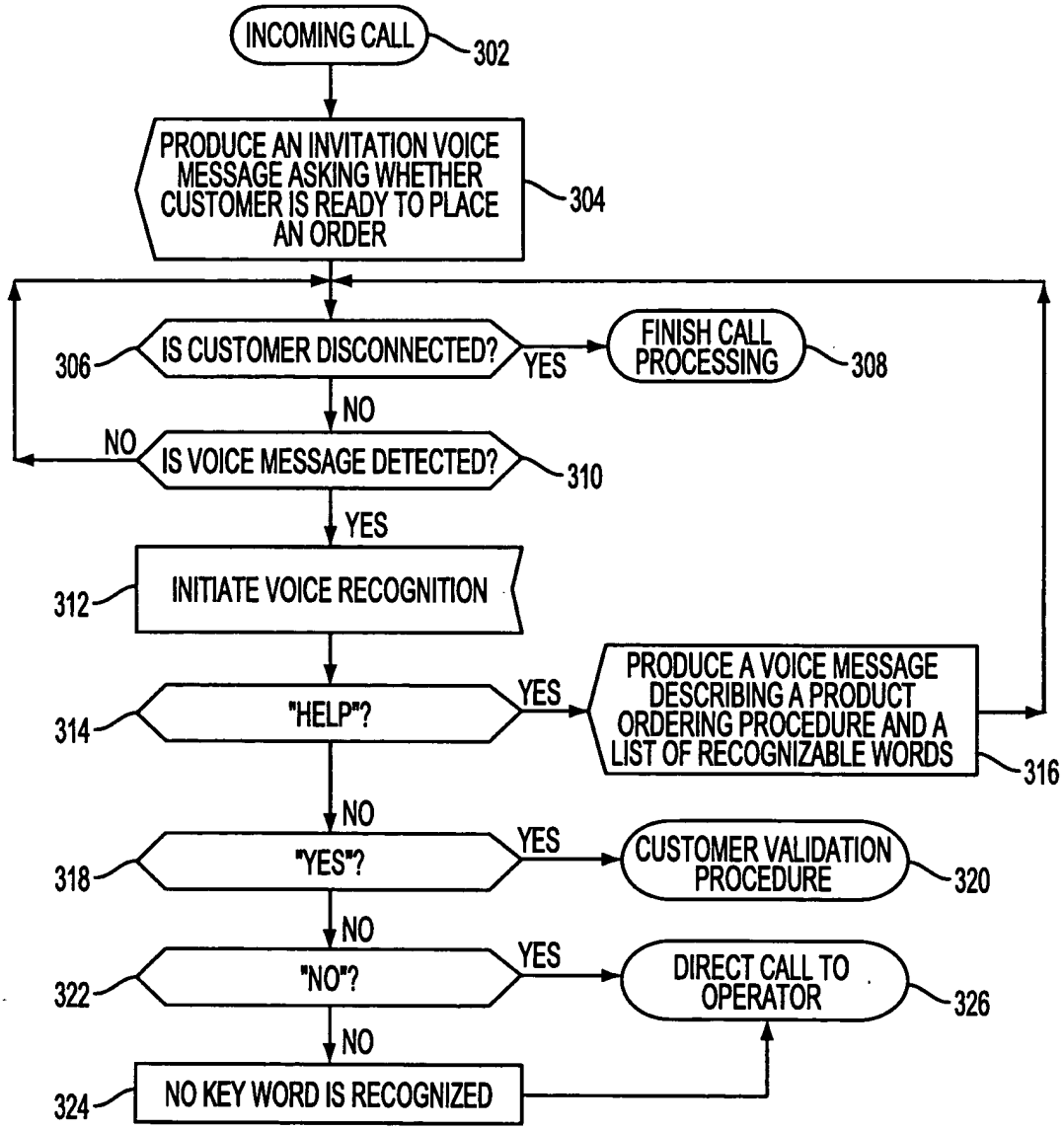

INCOMING CALL
302
PRODUCE AN INVITATION VOICE MESSAGE ASKING WHETHER CUSTOMER IS READY TO PLACE AN ORDER
304
306
IS CUSTOMER DISCONNECTED?
YES
FINISH CALL PROCESSING
308
NO
NO
IS VOICE MESSAGE DETECTED?
310
YES
312
INITIATE VOICE RECOGNITION
314
"HELP"?
YES
PRODUCE A VOICE MESSAGE DESCRIBING A PRODUCT ORDERING PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
316
NO
318
"YES"?
YES
CUSTOMER VALIDATION PROCEDURE
320
NO
322
"NO"?
YES
DIRECT CALL TO OPERATOR
326
NO
324
NO KEY WORD IS RECOGNIZED

FIG. 3

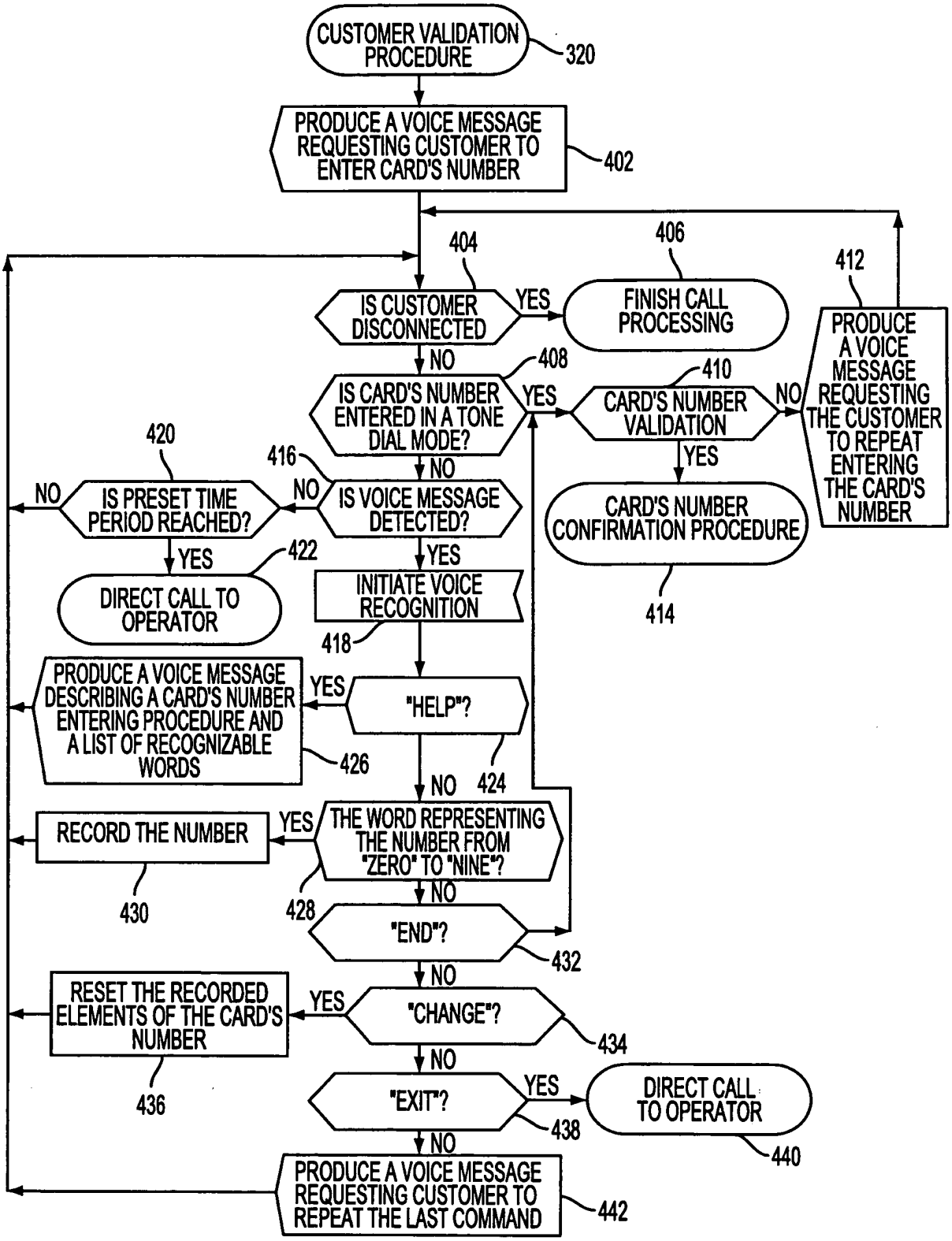

CUSTOMER VALIDATION PROCEDURE
320
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO ENTER CARD'S NUMBER
402
404
406
412
IS CUSTOMER DISCONNECTED
YES
FINISH CALL PROCESSING
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT ENTERING THE CARD'S NUMBER
NO
408
410
IS CARD'S NUMBER ENTERED IN A TONE DIAL MODE?
YES
CARD'S NUMBER VALIDATION
NO
420
416
YES
NO
NO
IS PRESET TIME PERIOD REACHED?
IS VOICE MESSAGE DETECTED?
CARD'S NUMBER CONFIRMATION PROCEDURE
YES
YES
422
DIRECT CALL TO OPERATOR
INITIATE VOICE RECOGNITION
414
418
PRODUCE A VOICE MESSAGE DESCRIBING A CARD'S NUMBER ENTERING PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
YES
"HELP"?
426
NO
424
RECORD THE NUMBER
YES
THE WORD REPRESENTING THE NUMBER FROM "ZERO" TO "NINE"?
430
428
NO
"END"?
432
NO
RESET THE RECORDED ELEMENTS OF THE CARD'S NUMBER
YES
"CHANGE"?
434
NO
436
"EXIT"?
YES
DIRECT CALL TO OPERATOR
438
NO
440
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO REPEAT THE LAST COMMAND
442

FIG. 4

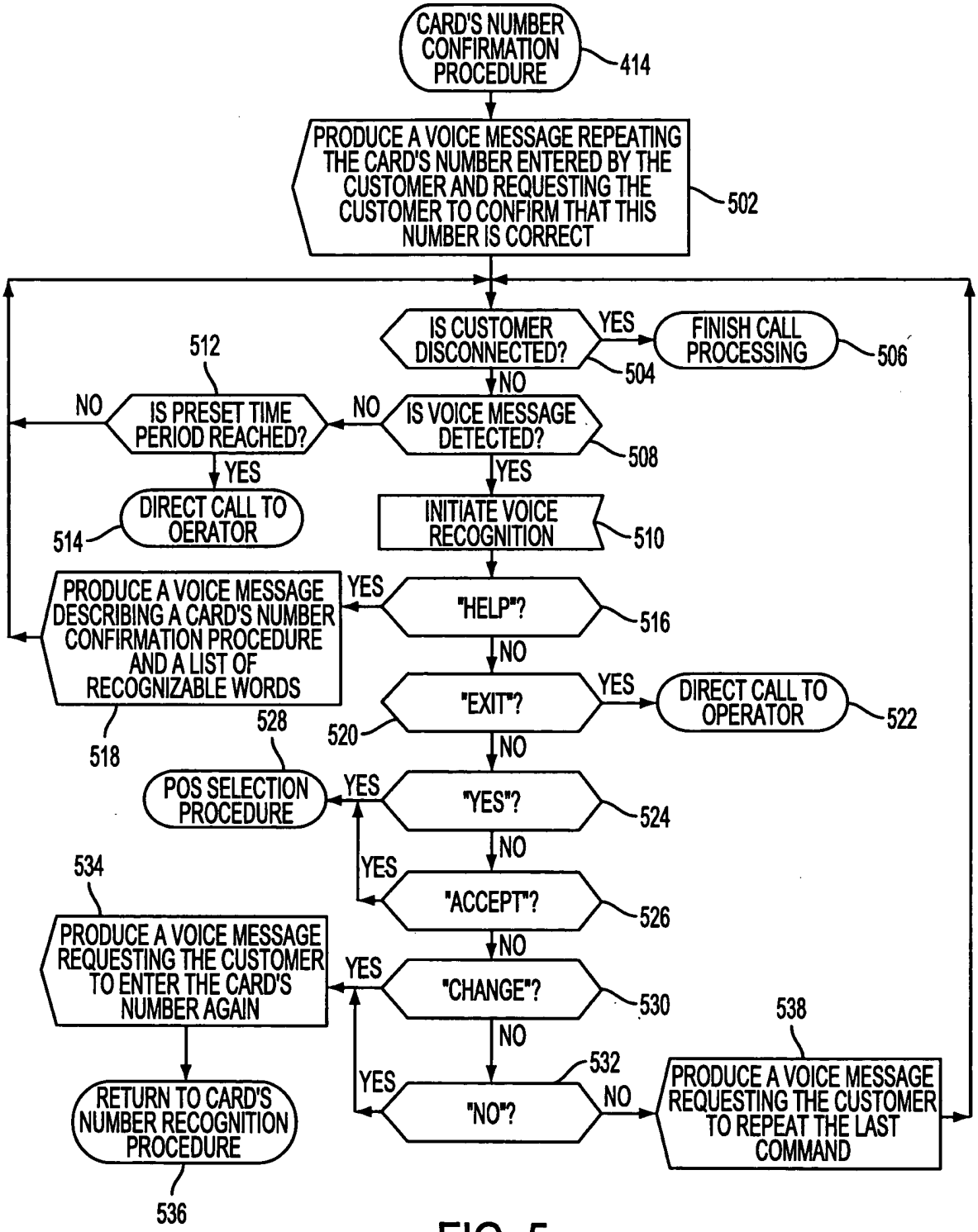

CARD'S NUMBER CONFIRMATION PROCEDURE
414
PRODUCE A VOICE MESSAGE REPEATING THE CARD'S NUMBER ENTERED BY THE CUSTOMER AND REQUESTING THE CUSTOMER TO CONFIRM THAT THIS NUMBER IS CORRECT
502
IS CUSTOMER DISCONNECTED?
YES
FINISH CALL PROCESSING
506
504
NO
512
NO
IS PRESET TIME PERIOD REACHED?
NO
IS VOICE MESSAGE DETECTED?
508
YES
YES
DIRECT CALL TO OERATOR
514
INITIATE VOICE RECOGNITION
510
PRODUCE A VOICE MESSAGE DESCRIBING A CARD'S NUMBER CONFIRMATION PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
518
YES
"HELP"?
516
NO
"EXIT"?
YES
DIRECT CALL TO OPERATOR
522
520
NO
528
POS SELECTION PROCEDURE
YES
"YES"?
524
NO
YES
"ACCEPT"?
526
NO
534
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO ENTER THE CARD'S NUMBER AGAIN
YES
"CHANGE"?
530
NO
538
532
RETURN TO CARD'S NUMBER RECOGNITION PROCEDURE
536
YES
"NO"?
NO
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT THE LAST COMMAND

FIG. 5

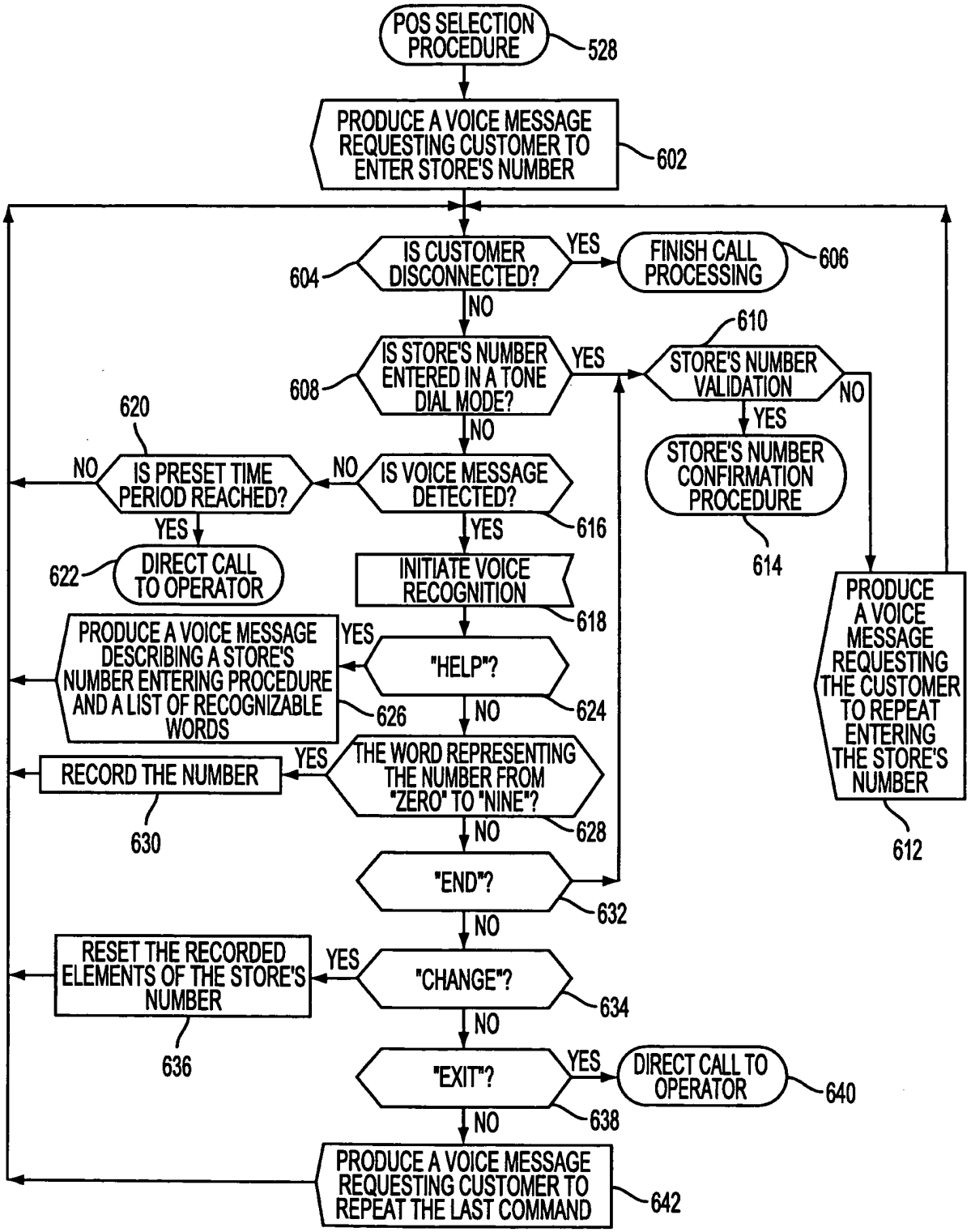

POS SELECTION PROCEDURE
528
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO ENTER STORE'S NUMBER
602
IS CUSTOMER DISCONNECTED?
604
YES
FINISH CALL PROCESSING
606
NO
IS STORE'S NUMBER ENTERED IN A TONE DIAL MODE?
608
YES
610
STORE'S NUMBER VALIDATION
NO
YES
STORE'S NUMBER CONFIRMATION PROCEDURE
614
NO
620
IS PRESET TIME PERIOD REACHED?
NO
IS VOICE MESSAGE DETECTED?
616
YES
YES
622
DIRECT CALL TO OPERATOR
INITIATE VOICE RECOGNITION
618
PRODUCE A VOICE MESSAGE DESCRIBING A STORE'S NUMBER ENTERING PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
626
YES
"HELP"?
624
NO
RECORD THE NUMBER
630
YES
THE WORD REPRESENTING THE NUMBER FROM "ZERO" TO "NINE"?
628
NO
"END"?
632
NO
RESET THE RECORDED ELEMENTS OF THE STORE'S NUMBER
636
YES
"CHANGE"?
634
NO
"EXIT"?
638
YES
DIRECT CALL TO OPERATOR
640
NO
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO REPEAT THE LAST COMMAND
642
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT ENTERING THE STORE'S NUMBER
612

FIG. 6

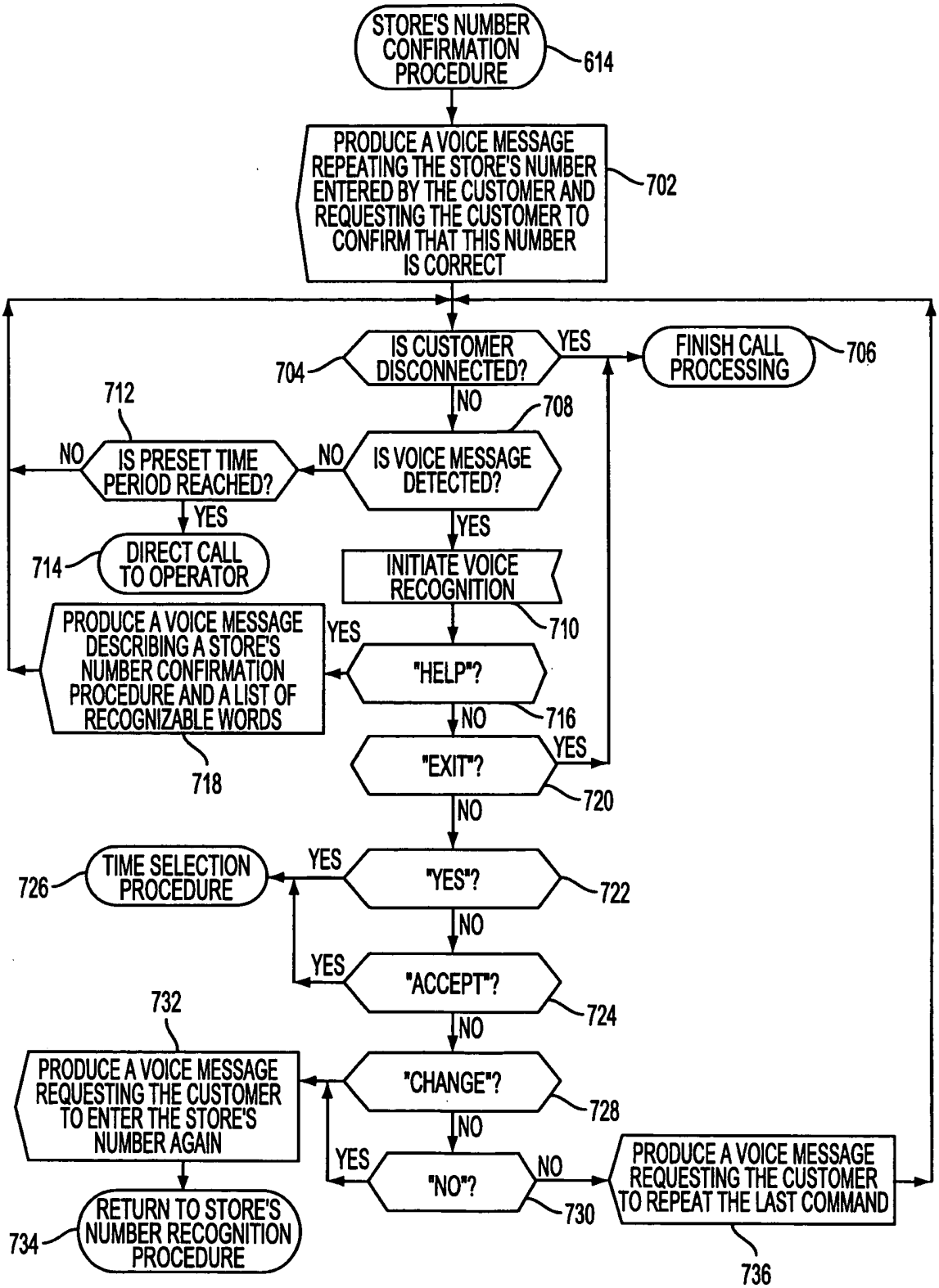

STORE'S NUMBER CONFIRMATION PROCEDURE
614
PRODUCE A VOICE MESSAGE REPEATING THE STORE'S NUMBER ENTERED BY THE CUSTOMER AND REQUESTING THE CUSTOMER TO CONFIRM THAT THIS NUMBER IS CORRECT
702
704
IS CUSTOMER DISCONNECTED?
YES
FINISH CALL PROCESSING
706
NO
708
IS VOICE MESSAGE DETECTED?
NO
712
IS PRESET TIME PERIOD REACHED?
NO
YES
714
DIRECT CALL TO OPERATOR
YES
INITIATE VOICE RECOGNITION
710
"HELP"?
YES
716
PRODUCE A VOICE MESSAGE DESCRIBING A STORE'S NUMBER CONFIRMATION PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
718
NO
"EXIT"?
YES
720
NO
"YES"?
YES
722
726
TIME SELECTION PROCEDURE
NO
"ACCEPT"?
YES
724
NO
"CHANGE"?
728
NO
"NO"?
YES
NO
730
732
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO ENTER THE STORE'S NUMBER AGAIN
734
RETURN TO STORE'S NUMBER RECOGNITION PROCEDURE
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT THE LAST COMMAND
736

FIG. 7

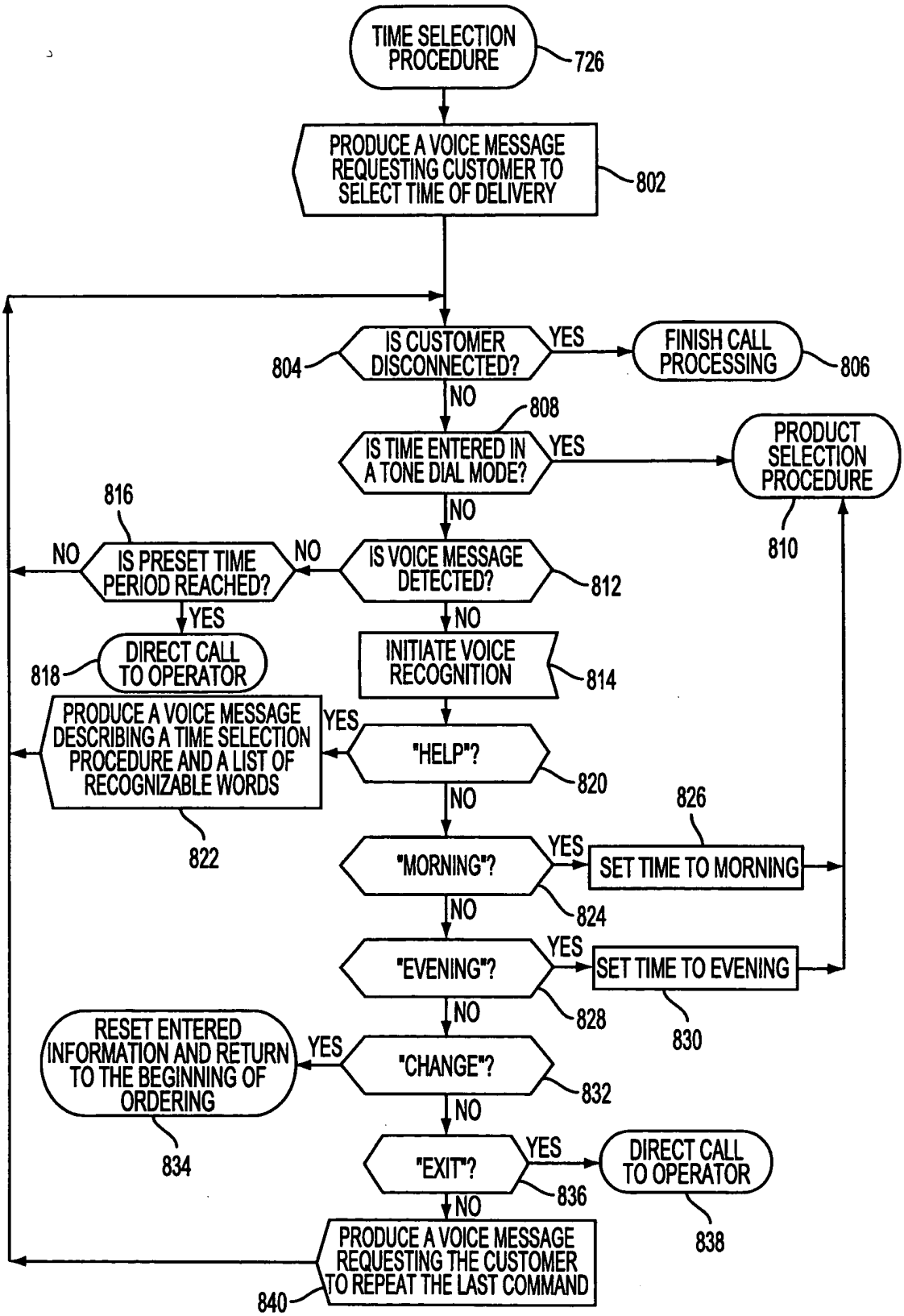

TIME SELECTION PROCEDURE
726
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO SELECT TIME OF DELIVERY
802
IS CUSTOMER DISCONNECTED?
804
YES
FINISH CALL PROCESSING
806
NO
808
IS TIME ENTERED IN A TONE DIAL MODE?
YES
PRODUCT SELECTION PROCEDURE
810
NO
816
NO
IS PRESET TIME PERIOD REACHED?
NO
IS VOICE MESSAGE DETECTED?
812
YES
NO
DIRECT CALL TO OPERATOR
818
INITIATE VOICE RECOGNITION
814
PRODUCE A VOICE MESSAGE DESCRIBING A TIME SELECTION PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
YES
"HELP"?
820
822
NO
826
"MORNING"?
YES
SET TIME TO MORNING
824
NO
"EVENING"?
YES
SET TIME TO EVENING
828
830
NO
RESET ENTERED INFORMATION AND RETURN TO THE BEGINNING OF ORDERING
YES
"CHANGE"?
832
834
NO
"EXIT"?
YES
DIRECT CALL TO OPERATOR
836
838
NO
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT THE LAST COMMAND
840

FIG. 8

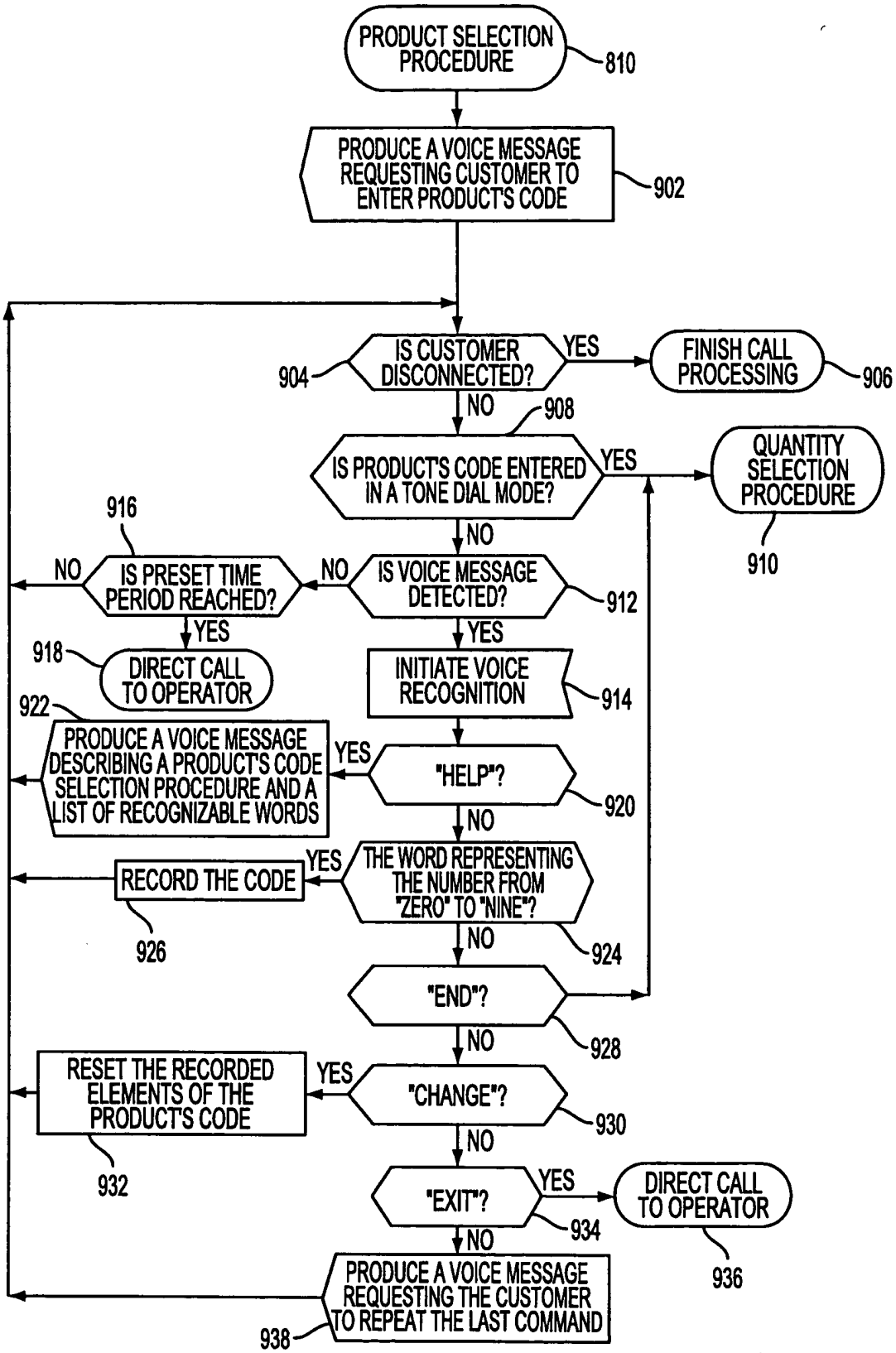

PRODUCT SELECTION PROCEDURE
810
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO ENTER PRODUCT'S CODE
902
IS CUSTOMER DISCONNECTED?
904
YES
FINISH CALL PROCESSING
906
NO
908
IS PRODUCT'S CODE ENTERED IN A TONE DIAL MODE?
YES
QUANTITY SELECTION PROCEDURE
910
NO
916
IS PRESET TIME PERIOD REACHED?
NO
IS VOICE MESSAGE DETECTED?
912
NO
YES
YES
918
DIRECT CALL TO OPERATOR
INITIATE VOICE RECOGNITION
914
922
PRODUCE A VOICE MESSAGE DESCRIBING A PRODUCT'S CODE SELECTION PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
YES
"HELP"?
920
NO
RECORD THE CODE
YES
THE WORD REPRESENTING THE NUMBER FROM "ZERO" TO "NINE"?
926
NO
924
"END"?
928
NO
RESET THE RECORDED ELEMENTS OF THE PRODUCT'S CODE
YES
"CHANGE"?
930
NO
932
"EXIT"?
YES
DIRECT CALL TO OPERATOR
934
NO
936
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT THE LAST COMMAND
938

FIG. 9

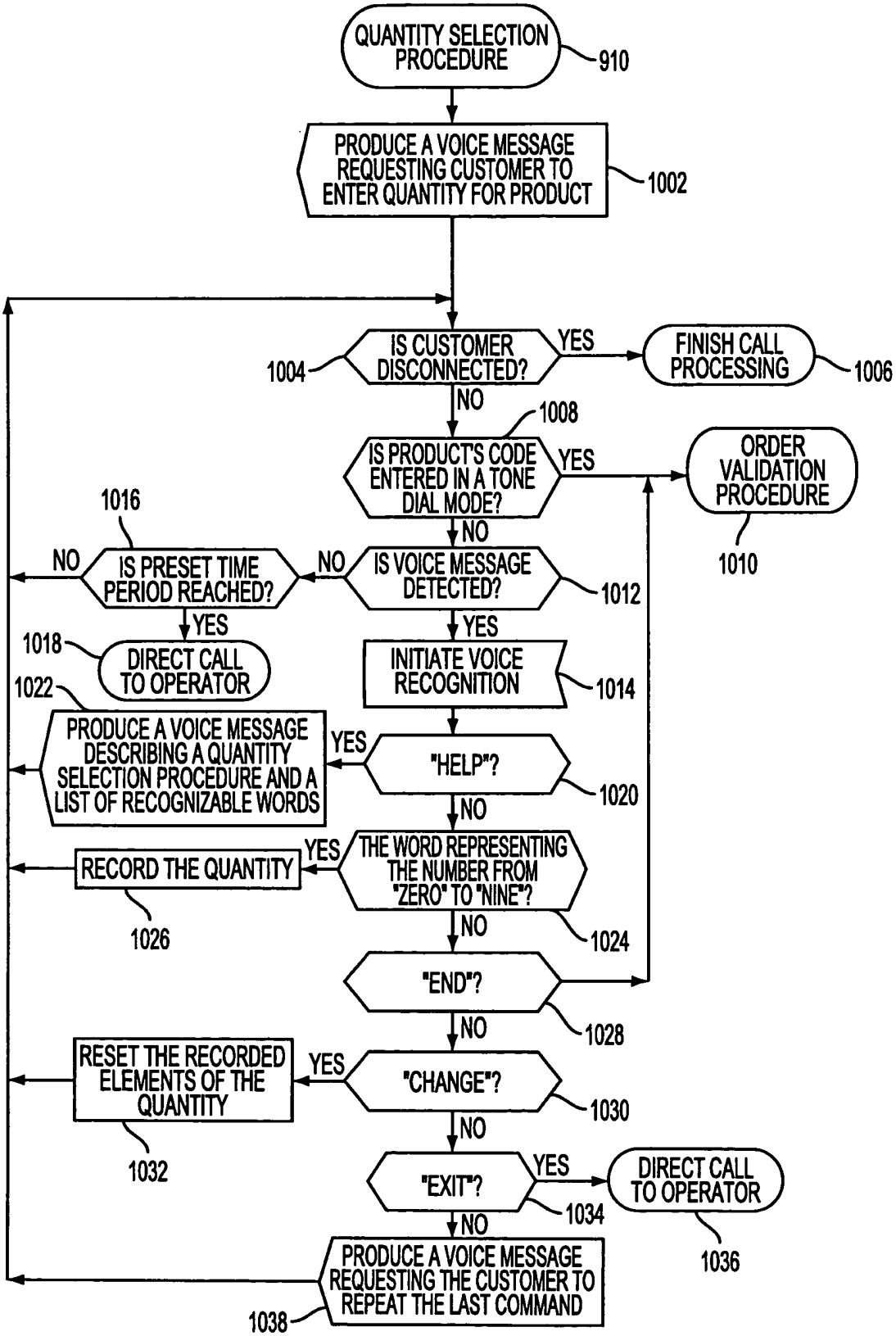

QUANTITY SELECTION PROCEDURE
910
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO ENTER QUANTITY FOR PRODUCT
1002
IS CUSTOMER DISCONNECTED?
1004
YES
FINISH CALL PROCESSING
1006
NO
1008
IS PRODUCT'S CODE ENTERED IN A TONE DIAL MODE?
YES
ORDER VALIDATION PROCEDURE
1010
NO
1016
IS PRESET TIME PERIOD REACHED?
NO
IS VOICE MESSAGE DETECTED?
1012
NO
YES
YES
1018
DIRECT CALL TO OPERATOR
INITIATE VOICE RECOGNITION
1014
1022
PRODUCE A VOICE MESSAGE DESCRIBING A QUANTITY SELECTION PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
YES
"HELP"?
1020
NO
YES
RECORD THE QUANTITY
1026
THE WORD REPRESENTING THE NUMBER FROM "ZERO" TO "NINE"?
NO
1024
"END"?
NO
1028
RESET THE RECORDED ELEMENTS OF THE QUANTITY
YES
"CHANGE"?
1030
NO
1032
"EXIT"?
YES
DIRECT CALL TO OPERATOR
1034
NO
1036
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT THE LAST COMMAND
1038

FIG. 10

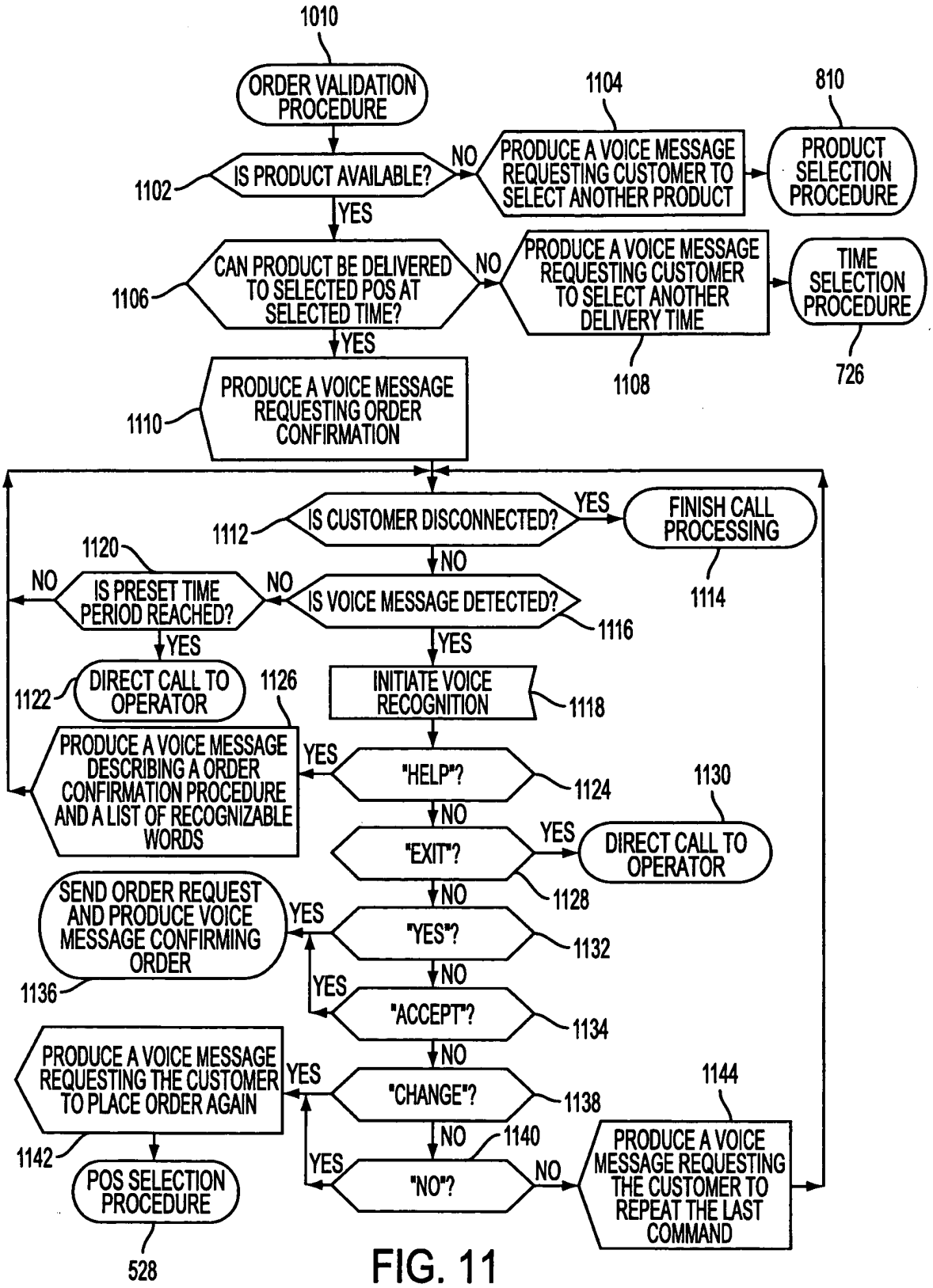

1010
ORDER VALIDATION PROCEDURE
1102
IS PRODUCT AVAILABLE?
NO
1104
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO SELECT ANOTHER PRODUCT
810
PRODUCT SELECTION PROCEDURE
YES
1106
CAN PRODUCT BE DELIVERED TO SELECTED POS AT SELECTED TIME?
NO
PRODUCE A VOICE MESSAGE REQUESTING CUSTOMER TO SELECT ANOTHER DELIVERY TIME
1108
TIME SELECTION PROCEDURE
726
YES
1110
PRODUCE A VOICE MESSAGE REQUESTING ORDER CONFIRMATION
1112
IS CUSTOMER DISCONNECTED?
YES
FINISH CALL PROCESSING
1114
NO
1120
NO
IS PRESET TIME PERIOD REACHED?
NO
IS VOICE MESSAGE DETECTED?
1116
YES
YES
1122
DIRECT CALL TO OPERATOR
1126
INITIATE VOICE RECOGNITION
1118
PRODUCE A VOICE MESSAGE DESCRIBING A ORDER CONFIRMATION PROCEDURE AND A LIST OF RECOGNIZABLE WORDS
YES
"HELP"?
1124
1130
NO
"EXIT"?
YES
DIRECT CALL TO OPERATOR
1128
NO
SEND ORDER REQUEST AND PRODUCE VOICE MESSAGE CONFIRMING ORDER
YES
"YES"?
1132
1136
NO
YES
"ACCEPT"?
1134
NO
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO PLACE ORDER AGAIN
YES
"CHANGE"?
1138
1144
NO
1140
1142
YES
"NO"?
NO
PRODUCE A VOICE MESSAGE REQUESTING THE CUSTOMER TO REPEAT THE LAST COMMAND
POS SELECTION PROCEDURE
528

FIG. 11